

CHUCK e. FOCUS

Week 38 – September 21, 2018

CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2017	2018	YOY
1. Boynton Beach, FL #781	\$14,299	\$31,585	120.9%
2. Doylestown, PA #762	\$10,362	\$21,467	107.2%
3. Atlanta, GA #601	\$13,636	\$24,066	75.8%
4. King of Prussia, PA #543	\$13,180	\$22,500	70.7%
5. Houston FM 1960, TX #032	\$23,854	\$40,669	70.5%
6. Diamond Bar, CA #409	\$14,436	\$24,011	66.3%
7. Middletown, NJ #480	\$12,338	\$20,492	66.1%
8. Hicksville, NY #499	\$39,213	\$61,120	55.9%
9. Brooklyn, NY #522	\$58,029	\$87,466	50.7%
10. Poughkeepsie, NY #505	\$16,882	\$25,196	49.2%



MEET YOUR SUPPORT!



We are so proud to say that Kim Hoagland is someone in the Support Center that has made a huge impact in evolution of the birthday and reservations system! Kim joined the Chuck E. family 19 years ago as a Sales Center agent when it first opened up. Since then, she has worked her way up to Lead, Sr. Admin, and now for the past 7 years she has been the Sales Center Manager. Kim oversees 80 employees who take on average 50,000 calls per month, as she manages the day-to-day operations of Guest Relations and Fundraising. She also works closely with the Marketing department with content and branding on the Chuck E. Cheese website. Anything birthday related, Kim plays a role in it. She is heavily involved in the ongoing and future developments on the reservations site. When Kim is not at Chuck E., her favorite past time is spending time with her husband Bruce, and her adorable 1 year old son Luke. Thank you Kim, for all you do for us both here in the Support Center and out in the field!

**WHAT
can we
DO FOR
YOU?**

southnos

CHUCK E. SPOTLIGHT



Meet Pedro Torres, Cast Member in restaurant #588 McAllen. Pedro has been part of the Chuck E. family for 8 years now and counting. He has a strong ability, desire, and willingness to be part of the Chuck E. Cheese family. He is always on time and

goes above & beyond to bring a smile to kids with every single road show. It has been very rewarding and fun to work with Pedro because he has developed so many skills and has applied them each day he works. He is a fast learner and takes initiative to maintain the facility. He participates in fundraisers and entertains our kids when we take CEC to their schools. Overall, Pedro is an asset to the company and we always know we can count on him. Thank you Pedro, for all you do!



a&b moments...

I just want to give a shout out for great Guest Service to a Cast Member from the Fairview Heights, IL restaurant. Honestly we have never had bad service there but tonight we were there with our kids for my son's birthday. (Not a booked party, just visiting for fun). The employee Ashante Weir went above & beyond. Not necessarily doing anything physically, but her whole attitude was exceptional. She was very helpful. Very friendly and courteous. I truly believe she loved her job. I told the Manager on duty, but I figured I'd bring it to your attention as well. This girl is an asset and you would be crazy not to appreciate and recognize her. Never a bad time at this location but tonight, this just made me smile seeing a young person enjoy their job and know exactly what Guest Service is all about.

Western Region
Fairview Hts, MO #916
RVP Jim Brawley
DM Todd Bell
GM Dawn Malone
Cast Member Ashante Weir



My granddaughter, Emma, turned one yesterday and she loves Chuck E. Cheeses, so we had her party there. Our time slot was from 4-6, and the hostess' name was Autumn. Everything was perfect! Autumn was extremely professional, very sweet, and great with the kids. She had the timing down perfectly as well. We are very impressed with her and the way the party was handled. Kudos to Autumn. She deserves a raise!

Southeast Region
Chattanooga, TN #969
RVP Bill Eich
AD Jim Hamblen
GM Jeremy Goodman
Cast Member Autumn

Just wanted to highlight excellent Guest Service from one of your Managers at the Natick location. He went above & beyond to help my daughter have a great evening and birthday. He was so friendly and accommodating and even woke up Chuck E. to help her celebrate which made her night. So nice to see good Guest Service today!

Northeast Region
Natick, MA #479
RVP Chris Kelly
DM Richard Balboni
GM Taylor Dannar

anniversaries 20+ YEARS

25 YEARS
Randy Geyer
Tech Manager ~ 964

20 YEARS
Joe Risnear
District Manager ~ SE

15 YEARS
Sean Brady ~ 636
Gia Bosch ~ Call Center

10 YEARS
Betzaideth Bradshaw ~ 381
Toni Jenkins ~ 561

5 YEARS
Scott Edelman ~ 340
Norma Navarro ~ 451
Richard Rodriguez ~ 485
Amber McCraney ~ 767
Salena Long ~ 850
John Pham ~ 950

sales contest

**1 week remains for our Promo Cup Sales Contest ~
restaurants are battling for first place in their respective districts!
less than 1% difference between #1 and #3 in the company.
Keep up the great work everyone!**

Leading Restaurants Per District

Cindy Light

1. La Mirada, CA #447

Arshad Khan

1. Victorville, CA #356

Wayne Casey

1. Citrus Heights, CA #329

Patricia Cedillo

1. Hemet, CA #376

Tim Kerum

1. Garden Grove, CA #422

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Santa Maria, CA #761

Frank Cassar

1. Regina, SK #872

Tony Reynolds

1. Olympia, WA #300

Todd Bell

1. Joplin, MO #749

Louis Deignan

1. Las Cruces, NM #307

Adam Shafran

1. Redwood City, CA #108

Denny Lynch

1. Olathe, KS #665

Chad Estrada

1. Troy, MI #826

Daniel De Los Santos

1. Flushing, NY #647

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. New Hartford, NY #646

Dan Bessemer

1. Lancaster, PA #540

Mike Svoboda

1. Salisbury, MD #771

Yuri Pena

1. Hempstead, NY #527

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Crystal Lake, IL #053

Ali Elali

1. Sharonville, OH #738

Richard Balboni

1. Dartmouth, MA #751

Eric Montes

1. Sioux City, IA #656

Susan Jensen

1. Charleston, WV #628

Jon Fiorentine

1. Deptford, NJ #481

Dustin Gasper

1. Appleton, WI #603

Eric Bargas

1. Texarkana, TX #570

Nestor Rivera

1. Sumter, SC #657

Frank Ramirez

1. Houston, TX #790

Hashem Saadat

1. Goldsboro, NC #386

Anthony Chapa

1. Norman, OK #893

Bill Pressel

1. McAllen, TX #588

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Gulfport, MS #562

Jim Hamblen

1. Murfreesboro, TN #664

Daniel Smoote

1. Houston, TX #571

Peter Panunzi

1. West Palm Beach, FL #777

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Macon, GA #614

Michele Beavan

1. Bowling Green, KY #567

Maurice Chandler

1. Montgomery, AL #608

Leading Restaurants per Region

Southeast Region

1. West Palm Beach, FL #777
2. Hialeah, FL #424
3. Texarkana, TX #570

Northeast Region

1. Deptford, NJ #481
2. Lancaster, PA #540
3. Flushing, NY #647

Western Region

1. Layton, UT #114
2. Grand Junction, CO #708
3. Hemet, CA #376

Leading Restaurants Company Wide

1. Deptford, NJ #481
2. Lancaster, PA #540
3. Flushing, NY #647
4. Layton, UT #114
5. Mansfield, OH #746

CUPS for a cause





RUBY PIN EARNERS



Congratulations to Hannah Lane of team Charleston #628, one of the next recipients of the Ruby Pin! Although Hannah has been with Chuck E. for just 7 months, she has plowed her way forward in earning Party Parents' high ratings and approval for the amazing job she does! Hannah's secret to success is to always be nice and making sure the birthday child feels special having a wonderful time. She is always making sure everything is running smoothly! Thank you Hannah for all you do, we here at Chuck E. and all our guests appreciate you!

*~ Everything and our Party Server Hannah was excellent! ~
~ Our helper Hannah did a great job and made our experience much easier. ~
~ Hannah our host was an exceptional Party Server. She was very pleasant and fun! We enjoyed our experience that much more because she did so well accommodating our needs! I give her service a 10 ~*

Chrissy Jackson of team Charleston #628 has also risen to the top, earning her Ruby Pin Status! In just a short 1 ½ years, she has already won over the Party Parents with her warm smile and can-do attitude. Chrissy loves to bring a happy, positive energy to every party she hosts. She prioritizes her guests wants and always makes sure any issues are resolved and made up for, if there are any. She always has a unique way for making it fun at CEC! Thank you Chrissy, for the awesome service you provide for all of our guests!



~ The time we chose was amazing, there was no crowd! 10:00 AM was the bomb. Our server Chrissy was on top of it all! She was very organized and seemed like she loved her job.. ~

Jacksonville market ~
DM Nestor Rivera



Durham, NC #380 ~
DM Hashem Saadat



Concord/Pineville Market ~
DM Hashem Saadat



ROCK & PIZZA ROLL



Hard copies of your SMTS will be arriving this week from the Support Center, please be on the lookout for this package arriving via USPS.

Have leftover diced and Char Pepperoni from the Triple Pepperoni LTO? Stay tuned for more details on ways to deplete your inventory!



FACILITIES

WEEKLY TIP

Cost Avoidance

Before submitting a work order to dispatch a vendor, do a quick check for the following issues:

- ✓ **Is the equipment plugged in and secure?**
- ✓ **Has the breaker tripped?**
- ✓ **Is there a torn gasket?**
- ✓ **Is this something your Store Tech or District Tech could fix the next day to avoid emergency OT rates?**

Congratulations to our newest TEAM₂'s!





BIRTHDAY UPDATES

Pink wrist bands are on their way!

Over the next week, everyone (including Canada) will receive 2 boxes of 50 pink play pass wrist bands.

These will need to be inventoried!

NBO and re-order information will be available in communication sent out next week by L&D

Cake Servers:

No more using plastic knives!

Arriving the week of 9/24 via drop shipment, plastic cake servers will be at your 'disposal'.



Foland #55592 Cake Cutter (1 bag = 6ea)
Inventory #5559 hitting the paper COGS line

For further details, look for the Birthday communication sent out by L&D next week



PIZZA BOX LINERS

Our pizza is best served hot,
And we want our delivery pizzas to be the same so
we are introducing a new Pizza Box Liner.

These liners should be used in both **Large** and **Extra Large** pizza boxes for all **DELIVERY** pizzas. This will help keep pizzas crispier and hotter during the delivery process.



Over the next few weeks, each US store will be receiving 1 case of 250 liners in an auto-shipment from PFS.

When you receive this case, immediately begin counting in your inventory
(NBO item #180016)

This item is not available for re-order at this time.



RISK management



Tip of the Week:

Make sure that the current Safety Poster is hung in a prominent location so that all Cast Members can benefit from it.

For a copy of our current Safety Poster, please contact risk at risk@cecenterertainment.com



Chuck E. Cheese™



Lubbock, TX #933
Grand Re-Opening



Stockton, CA #631
Grand Re-Opening



CHUCK E. CHEESE'S

HOT JOBS



General Manager

461 ~ West Hills, CA
710 ~ Aurora, CO
430 ~ Tampa Carolwood, FL
436 ~ Clearwater, FL
673 ~ Lafayette, IN
112 ~ Florence, KY
963 ~ Lexington, KY
770 ~ Frederick, MD
472 ~ Manchester, NH

517 ~ Rochester, NY
646 ~ New Hartford, NY
649 ~ Howard Beach, NY
653 ~ Yonkers, NY
555 ~ Dayton, OH
450 ~ Snyder Plaza, PA
074 ~ Antioch, TN
854 ~ Grapevine, TX
114 ~ Layton, UT
343 ~ Spokane North, WA

Tech Manager

330 ~ Birmingham, AL
560 ~ Mobile, AL
108 ~ Redwood City, CA
318 ~ Salinas, CA
321 ~ Newark, CA
447 ~ La Mirada, CA
768 ~ Pinole, CA
710 ~ Aurora, CO

600 ~ Alpharetta, GA
605 ~ Savannah, GA
412 ~ Catonsville, MD
771 ~ Salisbury, MD
334 ~ Ann Arbor, MI
795 ~ Blaine, MN
527 ~ Hempstead, NY
649 ~ Howard Beach, NY
653 ~ Yonkers, NY

039 ~ Charlotte, NC
637 ~ Greensboro, NC
555 ~ Dayton, OH
561 ~ Cincinnati, OH
450 ~ Snyder Plaza, PA
536 ~ Erie, PA
928 ~ Midland, TX
545 ~ Fredericksburg, VA

District Tech Manager

District Tech Manager

Birmingham, AL #330

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager
General Manager

Miami/Central Plaza, FL #1271
Sierra Vista, AZ #1250
Queen Creek, AZ #1237

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions